

TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: PROMISING PRACTICES WEB SITE

This bulletin is to announce the launching of the Employment Development Department's Workforce Development Promising Practices Web site. With this Web site we hope to provide a forum for local practitioners to exchange experiences, approaches, strategies, techniques and resources that have made their Workforce Development programs successful. By putting the spotlight on Promising Practices in Workforce Development we hope to spread the success throughout the State.

The Web site is currently in its final stages of construction and needs descriptions of Promising Practices from the Local Workforce Investment Areas to kick off the effort. We are soliciting Promising Practices under the following topics.

**Business Services:** This topic is for new approaches and services that maintain a good working relationship with other agencies and the employer community. This topic may also include methods used to resolve differences and overcome obstacles encountered in day-to-day business operations.

**Customer Focus:** For this topic, tell us about strategies used to serve a specific group of people. We ask you to share examples of resources that have been effective in improving the level of services to customers with special needs. The focus could be, for example, on limited English proficiency, older workers, or youth.

**Marketing and Outreach:** Describe the creative and innovative marketing and outreach techniques you use to bring in job seekers and employers that will benefit from services provided in your One-Stop Career Center. Describe recruitment efforts and special events that your One-Stop Center has supported to reach out to and invite those individuals and businesses in the community that would otherwise not be aware of your services.

**Service Integration/Partnerships:** In this topic we are looking for how all the different agencies brought together for the common goal of workforce development have formed a working partnership. Explain the method of operation used to provide the customer with seamless service delivery across organizational boundaries.

**Serving People With Disabilities:** Tell us how you created a welcoming environment for customers with disabilities in your community. Describe the policies and accommodations in place to make people with disabilities want to come in to your One-Stop and use the services you provide. Share the marketing and outreach techniques you use to bring customers with disabilities into the One-Stop. This topic encompasses people with physical, mental, learning, or hidden disabilities that may be a barrier to finding and retaining gainful employment.

**Technology:** Pass on information about new technology used to expand the accessibility of services beyond conventional limits. Explain how you have used technology to reach customers that would otherwise not be reached.

**Other:** If you find that the topic of your Promising Practice does not fall within any of the topics listed above, provide the topic for the Promising Practice that you want to share or read about.

For the purposes of this Web site, the practices submitted can be evident or proven in two ways. (1) Some practices may be backed by measurable data. For example, an increase in the number of job placements; documented improvement in skills; and an increase in the number of enrollments. (2) Others may contain evidence of quality but no quantifiable evidence. They may include evidence that an activity is improving participant self-sufficiency, strong testimonials, or widespread support from other stakeholders.

The attached form is provided to guide you in supplying the information needed to display all the Promising Practices in a consistent format. You may submit your Promising Practices using one of the following:

Address                Workforce Development Promising Practices  
                                Workforce Investment Division, MIC 69  
                                P.O. Box 826880  
                                Sacramento, CA 94280-0001

E-mail Address    [wdforum@edd.ca.gov](mailto:wdforum@edd.ca.gov)

Fax Numbers        (916) 654-9657 or (916) 654-9586

Your input is essential in making this exchange of Promising Practices useful and productive. We look forward to showcasing your successes.

/S/ BOB HERMSMEIER  
Chief  
Workforce Investment Division

Attachment

Workforce Development Promising Practices  
Workforce Investment Division, MIC 69  
P.O. Box 826880  
Sacramento, CA 94280-0001  
Fax: (916) 654-9657 or (916) 654-9586

---

☐ I would like to read about a Promising Practice for a topic not listed.

1. Briefly describe the topic, problem or issue that you would like to see a promising practice for to consider implementing in your local area.

☐ I would like to share a promising practice.

2. What is the topic of your promising practice?

3. What resources (people, time, funds) were used to support this practice?

4. What was the problem/issue that prompted you to implement this practice?

5. Briefly describe the promising practice.

6. Who are the partners working together to make this practice a success?

7. What was the outcome of implementing this new practice and how did you measure the success? (Special recognition received, testimonials from customers/partners or other data to substantiate improved level of service)

**Please Provide Your Contact Information:**

Name:

Address:

E-mail:

Phone:

Organization:

Type of organization:

***Thank you for participating. A representative will contact you soon to obtain more information.***

[Form in MS Word](#)